

Strategies for Achieving Goal 1

1. The contractor is making excellent progress toward completing this project by the end of December, 2006.
2. The degree of completion will be determined by field reports and inspections from this office.

Performance Measure

1. Number of aligned headstones.

FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
5,717	4,283	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Goal 2

By FY 2011, maintain a 95 percent “satisfied” rating from the department’s customers. Maintain and enhance a customer relations program to evaluate the quality of services provided by TDVA.

Strategies for Achieving Goal 2

1. Solicit customer feedback through customer service surveys at TDVA field office, cemetery, and claims office.
2. Maintain monthly statistical records of field offices, cemeteries, and claims office contacts.

Performance Measures

1. Percent of “satisfied” ratings from the department’s customers.

FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
2,361=100%	95%	95%	95%	95%	95%

Goal 3

By FY 2011, the department will increase the number of field outreach service contacts from 38 to 57 (an increase of 50 percent).

Strategies for Achieving Goal 3

1. The department will schedule and coordinate field outreach services through the three grand divisions of the state working with other veteran service organizations that provide services to veterans within the state.

2. Maintain statistical data to measure the intake and type of service(s) provided veterans and their families.

Performance Measure

1. Number of outreach services contacted.

FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
38	42	46	50	53	57

Goal 4

By FY 2011, the value of claims relative to the department budget will be \$172:\$1 (a 50% increase).

Strategies for Achieving Goal 4

1. Enable travel to County Service Offices and other potential clients in assigned areas of responsibility.
2. Maintain records of scheduled visits.
3. Increase the claims of power of attorney.

Performance Measures

1. Value of claims relative to the department budget.

FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
\$115:\$1	\$126:\$1	\$138:\$1	\$150:\$1	\$160:\$1	\$172:\$1

Additional Agency Information

Statutory and Constitutional Objectives

Tennessee Code Annotated (TCA) mandates the Department of Veterans Affairs perform several activities relative to veterans and their families:

TCA 58-3-104-106 directs Veterans Affairs to inform veterans and their families about facilities and services available and assists them in the presentation, proof, and establishment of all claims.

TCA 58-3-111 requires Veterans Affairs to train and certify county-employed veterans' service officers and TCA 46-6-101 through 104 requires that the department provide for Tennessee veterans' cemeteries.

TCA 12-3-801 requires Veterans Affairs to cooperate with the Governor's Office of Diversity Business Enterprise in establishing internal goals for contracting and in reporting progress under
Department of Veterans Affairs

Future Challenges and Opportunities

The increasing veteran population in the state provides opportunities for additional claims for benefits and services. The increased federal disability and pension revenue provided to the citizens in turn provide a better quality of life for veterans.

The three-year training period and certification of new claims staff will slow the overall claims process.

The aging veteran population will increase utilization of the three state veterans' cemeteries. Cemetery work is labor intensive, and expanded services will require expanded staff and equipment.

The state veterans' cemeteries were built from 1990 to 1992 with federal and state funds. Lack of further federal funding and minimal state funding has held preventive maintenance to a minimum. These facilities need to have general maintenance of cleaning, repainting, caulking, masonry re-pointing, sealing, and waterproofing to preserve their character and avoid deterioration. As the cemetery acreage is expanded, newly surfaced roads and drainage projects will be a necessity.